## DOCKET FILE COPY ORIGINAL



Linnea (Lin) M. Fox Associate Director Federal Regulatory

SBC Telecommunications Inc. 1401 I Street, N.W. Suite 400 Washington, D.C. 20005-2296

202.326.8842 Phone 202.408.4809 Fax linnea.fox@sbc.com

July 29, 2004

Ms. Marlene H. Dortch Secretary Federal Communications Commission 445 Twelfth Street, SW Room TW-A325 Washington, D.C. 20554 RECEIVED

JUL 2 9 2004

Federal Communications Commission Office of Secretary

Re: CC Docket No. 88-2, Phase I; Installation and Maintenance Non-Discrimination Reports

Dear Ms. Dortch:

Pursuant to the Bell Operating Company (BOC) Open Network Architecture (ONA) Amendment Order<sup>1</sup>, and BOC ONA Reconsideration Order<sup>2</sup> in CC Docket No. 88-2, Phase I, attached are an original and two (2) copies of the installation and maintenance non-discrimination reports for Southwestern Bell Telephone, L. P. second calendar quarter of 2004.

Should you have any questions regarding this data, please call me at (202) 326-8842.

Respectfully submitted,

Attachments

ñło, of Cupine reold € List ABCDE

<sup>&</sup>lt;sup>1</sup> In the Matter of Filing and review of Open Network Architecture Plans, Memorandum Opinion and Order, 5 FCC Rcd 3103 (1990).

<sup>&</sup>lt;sup>2</sup> In the Matter of Filing and Review of Open Network Architecture Plans, Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd 3084 (1990).

# SOUTHWESTERN BELL TELEPHONE PROVISIONING

2ND QTR, 2004 SPECIAL SERVICES AFFILIATED PAGE 2 OF 2

# RECEIVED

JUL 2 9 2004

		1	2		
	TOTAL	AVERAGE	DUE DATE	2	Federal Communications Commission
	ORDERS	INTERVAL	MISSED	% MISSED	Office of Secretary
		<b></b>			
DEDICATED PROGRAM AUDIO					
PROGRAM AUDIO 200-3500HZ	0	.00	0	.00	
PROGRAM AUDIO 100-5000HZ		.00		.00	
PROGRAM AUDIO 50 -8000HZ	0	.00	0	.00	
PROGRAM AUDIO 50 -15000HZ	0	.00	0	.00	
DEDICATED VIDEO					
TV CHANNEL 15KHZ	0	.00	0	.00	
TV CHANNEL 5KHZ	0	.00	0	.00	
DEDICATED DIGITAL					
DIGITAL VOICE CIRCUIT	0	.00	0	.00	
DIGITAL DATA 2.4KBS	0	.00	0	.00	
DIGITAL DATA 4.8KBS	0	.00	0	.00	
DIGITAL DATA 9.6KBS	0	.00	0	.00	
DIGITAL DATA 19.2KBS	0	.00	0	.00	
DIGITAL DATA 56KBS	0	.00	0	.00	
DIGITAL DATA 64 CCC KBS	43	21.63	6	13.95	
DEDICATED HIGH CAPACITY DIGITAL					
1.544 MBS	23	2.57	1	4.35	
3.152 MBS	0	.00	0	.00	
6.312 MBS	0	.00	0	.00	
44.736 MBS	121	2.96	0	.00	
GT 45 MBS	0	.00	0	.00	
DEDICATED ALERT TRANSPORT	0	.00		.00	
DEDICATED DERIVED CHANNEL	0	.00	0	.00	
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00	

<sup>1.</sup> The Average Interval is calculated from application date to completion date.

<sup>2.</sup> Due Date Missed includes only Company misses.

## ONA SOUTHWESTERN BELL TELEPHONE PAGE 1 OF 2 PROVISIONING

2ND QTR, 2004 SPECIAL SERVICES NON-AFFILIATED

		1	2	
	TOTAL ORDERS		DUE DATE MISSED	
CIRCUIT SWITCHED LINE				
BUSINESS LINE NON	0	.00	0	.00
BUSINESS LINE DES		4.80	-	
PBX	3735	· · · · · · · · · · · · · · · · · · ·		
CENTREX	3292			
WATS	0			.00
MOBILE	0			
FEATURE GROUP A	196		25	
FOREIGN EXCHANGE	112			27.68
COIN	180	15.23	12	2.51
COIN	100	15.23	12	2.51
CIRCUIT SWITCHED TRUNK				
FEATURE GROUP B	19	16.05	1	5.26
FEATURE GROUP D	885	1,862.97	117	13.22
DID (TRUNK)	317	130.87	67	21.14
DID (LINE)	39	33.85	7	17.95
PACKET SWITCHED SERVICES (X.25 AND X.75)				
PACKET DDD ACCESS	0	.00	0	.00
PACKET SYNCHRONOUS ACCESS	0	.00	0	.00
PACKET ASYNCHRONOUS	0	.00	0	.00
DEDICATED METALLIC				
PROTECTION ALARM	63	4.00	8	12.70
PROTECTION RELAYING	0		0	.00
CONTROL CIRCUIT	56		6	10.71
CONTROL CIRCUIT	50	4.75	Ū	10.71
DEDICATED TELEGRAPH TRUNK				
TELEGRAPH GRADE 75BPS	0	.00	0	.00
TELEGRAPH GRADE 150BPS	0	.00	0	.00
DEDICATED VOICE GRADE VOICE				
NON-SWITCHED LINE	172	6.89	20	11.63
VOICE SWITCHED LINE	172	8.70	14	8.14
VOICE SWITCHED TRUNK	87	2.68	11	12.64
WOLCH IND MONE	0	0.0	0	0.0
VOICE AND TONE	0 16	.00	0 2	.00 12.50
DATA LOW SPEED	16	2.19		
BASIC DATA/VOICE	554	25.23	50	9.03
PSNA-VOICE/DATA TIE TRUNK	26	2.62	1	3.85
SSN ACCESS-VOICE/DATA	3	1.00	0	.00
SSN INTERMACHINE-VOICE/DATA	368	3.56	3	.82
DATA EXTENSION-VOICE GRADE	20	3.60	1	5.00
PROTECTION RELAY-VOICE GRADE	0	.00	0	.00
TELEPHOTO AND FACSIMILE	0	.00	0	.00

<sup>1.</sup> The Average Interval is calculated from application date to completion date.

<sup>2.</sup> Due Date Missed includes only Company misses.

## SOUTHWESTERN BELL TELEPHONE PAGE 2 OF 2 PROVISIONING 2ND QTR, 2004 SPECIAL SERVICES NON-AFFILIATED

		1	2	
	TOTAL	AVERAGE	DUE DATE	2
	ORDERS	INTERVAL	MISSED	% MISSED
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	2	1.00	0	.00
PROGRAM AUDIO 100-5000HZ	6			83.33
PROGRAM AUDIO 50 -8000HZ	17			
	15		_	13.33
DEDICATED VIDEO				
TV CHANNEL 15KHZ	31	.00	0	.00
TV CHANNEL 5KHZ	0		0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	3	3.67	1	33.33
DIGITAL DATA 2.4KBS	360		_	
DIGITAL DATA 4.8KBS	6			
DIGITAL DATA 9.6KBS		17.13		8.97
DIGITAL DATA 19.2KBS	2		Ó	
DIGITAL DATA 56KBS	2958			5.17
DIGITAL DATA 64 CCC KBS	3019	4.99		6.59
DEDICATED HIGH CAPACITY DIGITAL				
1.544 MBS	29878	73.86	2621	8.77
3.152 MBS	0	.00	0	.00
6.312 MBS	0	.00	0	.00
44.736 MBS	924	31.97	26	2.81
GT 45 MBS	4	1.00	0	.00
DEDICATED ALERT TRANSPORT	0	.00	0	.00
DEDICATED DERIVED CHANNEL	0	.00	0	.00
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00

<sup>1.</sup> The Average Interval is calculated from application date to completion date.

<sup>2.</sup> Due Date Missed includes only Company misses.

SOUTHWESTERN BELL TELEPHONE PAGE 1 OF 2

## MAINTENANCE

2ND QTR, 2004 SPECIAL SERVICES

AFFILIATED NON-AFFILIATED TOTAL AVERAGE TOTAL AVERAGE TOTAL TROUBLES HOURS TROUBLES HOURS -----CIRCUIT SWITCHED LINE BUSINESS LINE NON .00 0 0 .00 0 BUSINESS LINE DES .00 6.60 4 0 .00 2868 4212 PBX 9 2.85 .00 CENTREX 0 WATS 7 5.28 0 .00 0 MOBILE .00 0 .00 0 .00 72 4.09 2943 30.30 FEATURE GROUP A 34 6.37 243 FOREIGN EXCHANGE 6.74 173 COIN 22.36 CIRCUIT SWITCHED TRUNK .00 0 0 FEATURE GROUP B 0 .00 FEATURE GROUP D 0 .00 .00 1122 DID (TRUNK) 2 5.32 8.23 DID (LINE) 0 4.47 .00 245 PACKET SWITCHED SERVICES (X.25 AND X.75) 0 .00 0 .00 10 10.86 0 .00 PACKET DDD ACCESS .00 .00 PACKET SYNCHRONOUS ACCESS 0 PACKET ASYNCHRONOUS 0 DEDICATED METALLIC PROTECTION ALARM 0 .00 84 5.69 PROTECTION RELAYING 0 .00 0 .00 .00 CONTROL CIRCUIT 0 43 5.65 DEDICATED TELEGRAPH TRUNK TELEGRAPH GRADE 75BPS 0 .00 0 .00 TELEGRAPH GRADE 150BPS 0 .00 16 6.97 DEDICATED VOICE GRADE VOICE 0 .00 8 3.95 NON-SWITCHED LINE 247 5.83 VOICE SWITCHED LINE 216 6.30 VOICE SWITCHED TRUNK 0 .00 96 8.32 VOICE AND TONE 0 .00 0 .00 DATA LOW SPEED 0 .00 167 6.32 1377 BASIC DATA/VOICE 96 0 BASIC DATA/VOICE 96
PSNA-VOICE/DATA TIE TRUNK 0
SSN ACCESS-VOICE/DATA 0 2.35 4.62 .00 23 7.72 0 .00 9 9 7.25 SSN INTERMACHINE-VOICE/DATA 0 .00 17.98 DATA EXTENSION-VOICE GRADE 30 2.13 1958 3.45 PROTECTION RELAY-VOICE GRADE 0 7.39 .00 124 0 TELEPHOTO AND FACSIMILE 1 .00 .15

# SOUTHWESTERN BELL TELEPHONE PAGE 2 OF 2 MAINTENANCE

2ND QTR, 2004 SPECIAL SERVICES

	AFFILIATED		NON-AFF	ILIATED
	TOTAL	AVERAGE	TOTAL	AVERAGE
	TROUBLES	HOURS	TROUBLES	HOURS
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	0	.00	•	
PROGRAM AUDIO 100-5000HZ	0	.00	3	6.88
PROGRAM AUDIO 50 -8000HZ	0	.00	6	17.03
PROGRAM AUDIO 50 -15000HZ	0		24	7.09
PROGRAM ADDIO 30 -13000HZ	U	.00	4	9.49
DEDICATED VIDEO				
TV CHANNEL 15KHZ	0	.00	8	3.36
TV CHANNEL 5KHZ	0	.00	0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	0	.00	48	2.37
DIGITAL DATA 2.4KBS	0	.00	495	5.12
DIGITAL DATA 4.8KBS	0	.00	37	4.06
DIGITAL DATA 9.6KBS	0	.00	354	2.87
DIGITAL DATA 19.2KBS	0	.00	2	2.99
DIGITAL DATA 56KBS	0	.00	2479	3.13
DIGITAL DATA 64 CCC KBS	0	.00	623	1.74
DEDICATED HIGH CAPACITY DIGITA	λľ,			
1.544 MBS	0	.00	9490	2.39
3.152 MBS	0	.00	1914	3.12
6.312 MBS	0	.00	36	1.35
44.736 MBS	0	.00	110	1.94
GT 45 MBS	0	.00	2	9.20
DEDICATED ALERT TRANSPORT	0	.00	0	.00
DEDICATED DERIVED CHANNEL	0	.00	0	.00
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00

## SOUTHWESTERN BELL TELEPHONE

PROVISIONING 2ND QTR, 2004 SPECIAL SERVICES AFFILIATED

# **RECEIVED**

PAGE 1 OF 2

JUL 2 9 2004

					JUL & 3 2004
		1	2		
	TOTAL	AVERAGE	DUE DATE	2	Federal Communications Commission
	ORDERS	INTERVAL			
CIRCUIT SWITCHED LINE					
BUSINESS LINE NON	0	.00	0	.00	
BUSINESS LINE DES	0				
PBX	_	18.02		11 00	
CENTREX	9		3		
WATS	0		0		
MOBILE	0		0		
FEATURE GROUP A		21.01	76	6.05	
FOREIGN EXCHANGE	25	8.80	0	.00	
COIN	604	6.09	63	4.74	
CIRCUIT SWITCHED TRUNK					
FEATURE GROUP B	n	.00	n	0.0	
FEATURE GROUP D	0			.00	
DID (TRUNK)	<del>-</del>	1.06			
DID (LINE)	0		0		
DID (LINE)	U	.00	U	.00	
PACKET SWITCHED SERVICES					
(X.25 AND X.75)					
PACKET DDD ACCESS	0	.00	0	.00	
PACKET SYNCHRONOUS ACCESS	0	.00	0	.00	
PACKET ASYNCHRONOUS	0	.00	0	.00	
DUDICATED NUMBER OF					
DEDICATED METALLIC		.00		0.0	
PROTECTION ALARM	0				
PROTECTION RELAYING	0			.00	
CONTROL CIRCUIT	0	.00	0	.00	
DEDICATED TELEGRAPH TRUNK					
TELEGRAPH GRADE 75BPS	0	.00	0	.00	
TELEGRAPH GRADE 150BPS	0	.00	0	.00	
PROJECTOR DE CONTRE VOICE					
DEDICATED VOICE GRADE VOICE	0	.00	0	.00	
NON-SWITCHED LINE	0		_		
VOICE SWITCHED LINE	4	5.50			
VOICE SWITCHED TRUNK	0	.00	0	.00	
VOICE AND TONE	0	.00	0	.00	
DATA LOW SPEED	0	.00	0	.00	
BASIC DATA/VOICE	3	1.00	3	100.00	
PSNA-VOICE/DATA TIE TRUNK	0	.00	0	.00	
SSN ACCESS-VOICE/DATA	Ö	.00	0		
SSN ACCESS-VOICE/DATA SSN INTERMACHINE-VOICE/DATA	0	.00	0		
	=				
DATA EXTENSION-VOICE GRADE	0	.00	0		
PROTECTION RELAY-VOICE GRADE	0	.00	0		
TELEPHOTO AND FACSIMILE	0	.00	0	.00	

<sup>1.</sup> The Average Interval is calculated from application date to completion date.

<sup>2.</sup> Due Date Missed includes only Company misses.

## SOUTHWESTERN BELL TELEPHONE PAGE 2 OF 2 PROVISIONING 2ND QTR, 2004

SPECIAL SERVICES AFFILIATED

		1	2	
	TOTAL	AVERAGE	DUE DATE	2
	ORDERS	INTERVAL	MISSED	% MISSED
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	0	.00	0	.00
PROGRAM AUDIO 100-5000HZ	0	.00	0	.00
PROGRAM AUDIO 50 -8000HZ	0	.00	0	.00
PROGRAM AUDIO 50 -15000HZ	0	.00	0	.00
DEDICATED VIDEO				
TV CHANNEL 15KHZ	0	.00	0	.00
TV CHANNEL 5KHZ	0	.00	0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	0	.00	0	.00
DIGITAL DATA 2.4KBS	0	.00	0	.00
DIGITAL DATA 4.8KBS	0	.00	0	.00
DIGITAL DATA 9.6KBS	0	.00	0	.00
DIGITAL DATA 19.2KBS	0	.00	0	.00
DIGITAL DATA 56KBS	0	.00	0	.00
DIGITAL DATA 64 CCC KBS	43	21.63	6	13.95
DEDICATED HIGH CAPACITY DIGITAL				
1.544 MBS	23	2.57	1	4.35
3.152 MBS	0	.00	0	.00
6.312 MBS	0	.00	0	.00
44.736 MBS	121	2.96	0	.00
GT 45 MBS	0	.00	0	.00
DEDICATED ALERT TRANSPORT	0	.00	0	.00
DEDICATED DERIVED CHANNEL	0	.00	0	.00
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00

<sup>1.</sup> The Average Interval is calculated from application date to completion date.

<sup>2.</sup> Due Date Missed includes only Company misses.

## SOUTHWESTERN BELL TELEPHONE PAGE 1 OF 2 PROVISIONING 2ND QTR, 2004 SPECIAL SERVICES

NON-AFFILIATED

	TOTAL		2 DUE DATE	
	ORDERS		MISSED	
CIRCUIT SWITCHED LINE				
BUSINESS LINE NON	0	0.0	0	0.0
BUSINESS LINE DES	109			14.68
PBX	3735		624	
CENTREX	3292			
WATS	0			
MOBILE	0	.00	0	
FEATURE GROUP A	196	7.45	25	
FOREIGN EXCHANGE	112	14.03		
COIN	180	15.23	12	2.51
CIRCUIT SWITCHED TRUNK				
FEATURE GROUP B	19	16.05	1	5.26
FEATURE GROUP D	885	1,862.97	117	13.22
DID (TRUNK)	317	130.87	67	21.14
DID (LINE)	39	33.85	7	17.95
PACKET SWITCHED SERVICES (X.25 AND X.75)				
PACKET DDD ACCESS	0	.00	0	.00
PACKET SYNCHRONOUS ACCESS	0	.00	0	.00
PACKET ASYNCHRONOUS	0	.00	0	.00
DEDICATED METALLIC				
PROTECTION ALARM	63	4.00	8	12.70
PROTECTION RELAYING	0	.00	0	.00
CONTROL CIRCUIT	56	4.79	6	10.71
DEDICATED TELEGRAPH TRUNK				
TELEGRAPH GRADE 75BPS	0	.00	0	.00
TELEGRAPH GRADE 150BPS	0	.00	0	.00
DEDICATED VOICE GRADE VOICE				
NON-SWITCHED LINE	172		20	11.63
VOICE SWITCHED LINE	172	8.70	14	
VOICE SWITCHED TRUNK	87	2.68	11	12.64
VOICE AND TONE	0	.00	0	
DATA LOW SPEED	16	2.19	2	<del></del>
BASIC DATA/VOICE	554	25.23	50	
PSNA-VOICE/DATA TIE TRUNK	26	2.62	1	3.85
SSN ACCESS-VOICE/DATA	3	1.00	0	*
SSN INTERMACHINE-VOICE/DATA	368	3.56	3	.82
DATA EXTENSION-VOICE GRADE	20	3.60	1	5.00
PROTECTION RELAY-VOICE GRADE	0	.00	0	.00
TELEPHOTO AND FACSIMILE	0	.00	0	.00

<sup>1.</sup> The Average Interval is calculated from application date to completion date.

<sup>2.</sup> Due Date Missed includes only Company misses.

## SOUTHWESTERN BELL TELEPHONE PAGE 2 OF 2 PROVISIONING 2ND QTR, 2004

SPECIAL SERVICES NON-AFFILIATED

		1	2	
	TOTAL	AVERAGE	DUE DATE	2
	ORDERS	INTERVAL	MISSED	% MISSED
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	2	1.00	0	.00
PROGRAM AUDIO 100-5000HZ	6			83.33
PROGRAM AUDIO 50 -8000HZ	17			
PROGRAM AUDIO 50 -15000HZ	15			13.33
DEDICATED VIDEO				
TV CHANNEL 15KHZ	31	.00	. 0	.00
TV CHANNEL 5KHZ	0	.00	0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	3	3.67	1	33.33
DIGITAL DATA 2.4KBS	360	1.75	31	8.61
DIGITAL DATA 4.8KBS	6	18.67	0	.00
DIGITAL DATA 9.6KBS	78	17.13	7	8.97
DIGITAL DATA 19.2KBS	2	1.00	0	.00
DIGITAL DATA 56KBS	2958	4.46	153	5.17
DIGITAL DATA 64 CCC KBS	3019	4.99	199	6.59
DEDICATED HIGH CAPACITY DIGITAL				
1.544 MBS	29878	73.86	2621	8.77
3.152 MBS	0	.00	0	.00
6.312 MBS	0			.00
44.736 MBS	924	31.97		2.81
GT 45 MBS	4	1.00	0	.00
DEDICATED ALERT TRANSPORT	0	.00	0	.00
DEDICATED DERIVED CHANNEL	0	.00	0	.00
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00

<sup>1.</sup> The Average Interval is calculated from application date to completion date.

<sup>2.</sup> Due Date Missed includes only Company misses.

SOUTHWESTERN BELL TELEPHONE PAGE 1 OF 2

## MAINTENANCE

2ND QTR, 2004 SPECIAL SERVICES

	AFFIL:	IATED	NON-AFF	LIATED
	TOTAL	AVERAGE	TOTAL	AVERAGE
	TROUBLES		TROUBLES	HOURS
CIRCUIT SWITCHED LINE				
BUSINESS LINE NON	0	.00	0	.00
BUSINESS LINE DES	0	.00	0	.00
PBX	9	2.85	2868	6.60
CENTREX	0	.00	4212	4.42
WATS	0	.00	7	5.28
MOBILE	0	.00	0	.00
FEATURE GROUP A	0	.00	34	6.37
FOREIGN EXCHANGE	72	4.09	243	6.74
COIN	2943	30.30	173	22.36
C011.				
CIRCUIT SWITCHED TRUNK				
FEATURE GROUP B	0	.00	0	.00
FEATURE GROUP D	0	.00	0	.00
DID (TRUNK)	2	5.32	1122	8.23
DID (LINE)	0	.00	245	4.47
,				
PACKET SWITCHED SERVICES				
(X.25 AND X.75)				
PACKET DDD ACCESS	0	.00	0	.00
PACKET SYNCHRONOUS ACCESS	0	.00	0	.00
PACKET ASYNCHRONOUS	0	.00	10	10.86
DEDICATED METALLIC				
PROTECTION ALARM	0	.00	84	5.69
	0	.00	0	.00
PROTECTION RELAYING	0	.00	43	5.65
CONTROL CIRCUIT	U	.00	43	5.65
DEDICATED TELEGRAPH TRUNK				
TELEGRAPH GRADE 75BPS	0	.00	0	.00
TELEGRAPH GRADE 150BPS	0	.00	16	6.97
DEDICATED VOICE GRADE VOICE				
NON-SWITCHED LINE	0	.00	247	5.83
VOICE SWITCHED LINE	8	3.95	216	
VOICE SWITCHED TRUNK	0	.00	96	8.32
VOICE AND TONE	0	.00	0	.00
DATA LOW SPEED	0	.00	167	6.32
BASIC DATA/VOICE	96	2.35	1377	4.62
PSNA-VOICE/DATA TIE TRUNK	0	.00	23	7.72
SSN ACCESS-VOICE/DATA	0	.00	9	7.25
SSN INTERMACHINE-VOICE/DATA	. O	.00	9	17.98
DATA EXTENSION-VOICE GRADE	30	2.13	1958	3.45
PROTECTION RELAY-VOICE GRAI		.00	124	7.39
TELEPHOTO AND FACSIMILE	0	.00	1	.15
	J		-	

SOUTHWESTERN BELL TELEPHONE PAGE 2 OF 2 MAINTENANCE

# 2ND QTR, 2004

SPECIAL SERVICES

	AFFILIATED		NON-AFFILIATED		
	TOTAL	AVERAGE	TOTAL	AVERAGE	
	TROUBLES	HOURS	TROUBLES	HOURS	
DEDICATED PROGRAM MIDIO					
DEDICATED PROGRAM AUDIO	•	0.0	_		
PROGRAM AUDIO 200-3500HZ	0	.00	3	6.88	
PROGRAM AUDIO 100-5000HZ	0	.00	6	17.03	
PROGRAM AUDIO 50 -8000HZ	0	.00	24	7.09	
PROGRAM AUDIO 50 -15000HZ	0	.00	4	9.49	
DEDICATED VIDEO					
TV CHANNEL 15KHZ	0	.00	8	3,36	
TV CHANNEL 5KHZ	0	.00	0	.00	
DEDICATED DIGITAL					
DIGITAL VOICE CIRCUIT	0	.00	48	2.37	
DIGITAL DATA 2.4KBS	0	.00	495	5.12	
DIGITAL DATA 4.8KBS	0	.00	37	4.06	
DIGITAL DATA 9.6KBS	0	.00	354	2.87	
DIGITAL DATA 19.2KBS	0	.00	2	2.99	
DIGITAL DATA 56KBS	0	.00	2479	3.13	
DIGITAL DATA 64 CCC KBS	0	.00	623	1.74	
DEDICATED HIGH CAPACITY DIGITA	<b>.</b> Τ.				
1.544 MBS	0	.00	9490	2.39	
3.152 MBS	0	.00	1914	3.12	
6.312 MBS	0	.00	36	1.35	
44.736 MBS	0	.00	110	1.94	
GT 45 MBS	0	.00	2	9.20	
GI 45 MBB	O	.00	2	9.20	
DEDICATED ALERT TRANSPORT	0	.00	0	.00	
DEDICATED DERIVED CHANNEL	0	.00	0	.00	
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00	

# SOUTHWESTERN BELL TELEPHONE PROVISIONING 2ND QTR, 2004 SPECIAL SERVICES

AFFILIATED

PAGE 1 OF 2 RECEIVED

JUL 2 9 2004

	TOTA I	1	_		eral Communications Commission Office of Secretary
	TOTAL ORDERS		DUE DATE		Office of Secretary
	ORDERS		MISSED	* MISSED	
CIRCUIT SWITCHED LINE					
BUSINESS LINE NON	0	.00	0	00	
BUSINESS LINE DES	0	.00			
PBX	42	18.02	5	11.90	
CENTREX	9	2.89			
WATS	0	.00			
MOBILE	Õ	.00			
FEATURE GROUP A	=			6.05	
FOREIGN EXCHANGE	25	8.80			
COIN	604	6.09		4.74	
COIN	004	0.05	05	7.74	
CIRCUIT SWITCHED TRUNK					
FEATURE GROUP B	0	.00			
FEATURE GROUP D	0	.00			
DID (TRUNK)	18	1.06		16.67	
DID (LINE)	0	.00	0	.00	
PACKET SWITCHED SERVICES					
(X.25 AND X.75)					
PACKET DDD ACCESS	0	.00	0	.00	
PACKET SYNCHRONOUS ACCESS	0	.00	0	.00	
PACKET ASYNCHRONOUS	0	.00	0	.00	
DEDICATED METALLIC					
PROTECTION ALARM	0	.00	0	.00	
PROTECTION RELAYING	0	.00	0	.00	
CONTROL CIRCUIT	0	.00	0	.00	
DEDICAMED MELECUADU EDINIV					
DEDICATED TELEGRAPH TRUNK TELEGRAPH GRADE 75BPS	0	.00	0	.00	
TELEGRAPH GRADE 75BPS	0	.00			
IELEGRAPH GRADE 130BFS	U	.00	O	.00	
DEDICATED VOICE GRADE VOICE					
NON-SWITCHED LINE	0	.00	0	.00	
VOICE SWITCHED LINE	4	5.50			
VOICE SWITCHED TRUNK	ō	.00	0	.00	
,0102 0101	•				
VOICE AND TONE	0	.00			
DATA LOW SPEED	0	.00			
BASIC DATA/VOICE	3	1.00			
PSNA-VOICE/DATA TIE TRUNK	0	.00			
SSN ACCESS-VOICE/DATA	0	.00			
SSN INTERMACHINE-VOICE/DATA	0	.00			
DATA EXTENSION-VOICE GRADE	0	.00	0		
PROTECTION RELAY-VOICE GRADE	0	.00			
TELEPHOTO AND FACSIMILE	0	.00	0	.00	

<sup>1.</sup> The Average Interval is calculated from application date to completion date.

<sup>2.</sup> Due Date Missed includes only Company misses.

## SOUTHWESTERN BELL TELEPHONE PAGE 2 OF 2 PROVISIONING 2ND QTR, 2004 SPECIAL SERVICES AFFILIATED

		1	2	
	TOTAL	AVERAGE	DUE DATE	2
	ORDERS	INTERVAL	MISSED	% MISSED
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	0	.00	0	.00
PROGRAM AUDIO 100-5000HZ	0	.00	0	.00
PROGRAM AUDIO 50 -8000HZ	0	.00	0	.00
PROGRAM AUDIO 50 -15000HZ	0	.00	0	.00
DEDICATED VIDEO				
TV CHANNEL 15KHZ	0	.00	0	.00
TV CHANNEL 5KHZ	0	.00	0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	0	.00	0	.00
DIGITAL DATA 2.4KBS	0	.00	0	.00
DIGITAL DATA 4.8KBS	0	.00	0	.00
DIGITAL DATA 9.6KBS	0	.00	0	.00
DIGITAL DATA 19.2KBS	0	.00	0	.00
DIGITAL DATA 56KBS	0	.00	0	.00
DIGITAL DATA 64 CCC KBS	43	21.63	6	13.95
DEDICATED HIGH CAPACITY DIGITAL				
1.544 MBS	23	2.57	1	4.35
3.152 MBS	0	.00	0	.00
6.312 MBS	0	.00	0	.00
44.736 MBS	121	2.96	0	.00
GT 45 MBS	0	.00	0	.00
DEDICATED ALERT TRANSPORT	0	.00	0	.00
DEDICATED DERIVED CHANNEL	0	.00	0	.00
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00

<sup>1.</sup> The Average Interval is calculated from application date to completion date.

<sup>2.</sup> Due Date Missed includes only Company misses.

## SOUTHWESTERN BELL TELEPHONE PAGE 1 OF 2 PROVISIONING 2ND QTR, 2004 SPECIAL SERVICES

NON-AFFILIATED

		1	2	
	TOTAL	AVERAGE	DUE DATE	2
	ORDERS	INTERVAL	MISSED	% MISSED
CIRCUIT SWITCHED LINE				
BUSINESS LINE NON	0	.00	0	.00
BUSINESS LINE DES	109			14.68
PBX	3735	130.06	624	16.71
CENTREX	3292	33.91	380	11.54
WATS	0	.00		.00
MOBILE	0	.00	0	.00
FEATURE GROUP A	196	7.45	25	12.76
FOREIGN EXCHANGE	112	14.03	31	27.68
COIN	180	15.23	12	2.51
CIRCUIT SWITCHED TRUNK				
FEATURE GROUP B		16.05		5.26
FEATURE GROUP D	885	1,862.97		13.22
DID (TRUNK)	317	130.87	67	21.14
DID (LINE)	39	33.85	7	17.95
PACKET SWITCHED SERVICES				
(X.25 AND X.75)				
PACKET DDD ACCESS	0	.00	0	.00
PACKET SYNCHRONOUS ACCESS	0	.00	0	.00
PACKET ASYNCHRONOUS	0	.00	0	.00
DEDICATED METALLIC				
PROTECTION ALARM	63	4.00	8	12.70
PROTECTION RELAYING	0	.00		.00
CONTROL CIRCUIT	56	4.79	6	10.71
DEDICATED TELEGRAPH TRUNK				
TELEGRAPH GRADE 75BPS	0	.00	0	.00
TELEGRAPH GRADE 150BPS	0	.00	0	.00
DEDICATED VOICE GRADE VOICE				
NON-SWITCHED LINE		6.89		11.63
VOICE SWITCHED LINE		8.70		8.14
VOICE SWITCHED TRUNK	87	2.68	11	12.64
VOICE AND TONE	0	.00	0	.00
DATA LOW SPEED	16	2.19	2	
BASIC DATA/VOICE	554	25.23	50	
PSNA-VOICE/DATA TIE TRUNK	26	2.62	1	3.85
SSN ACCESS-VOICE/DATA	3	1.00	0	.00
SSN INTERMACHINE-VOICE/DATA	368	3.56	3	.82
DATA EXTENSION-VOICE GRADE	20	3.60	1	5.00
PROTECTION RELAY-VOICE GRADE	0	.00	0	.00
TELEPHOTO AND FACSIMILE	0	.00	0	.00

<sup>1.</sup> The Average Interval is calculated from application date to completion date.

<sup>2.</sup> Due Date Missed includes only Company misses.

## SOUTHWESTERN BELL TELEPHONE PAGE 2 OF 2 PROVISIONING 2ND QTR, 2004

SPECIAL SERVICES NON-AFFILIATED

		1	2	
	TOTAL	AVERAGE	DUE DATE	2
	ORDERS	INTERVAL	MISSED	% MISSED
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	2	1.00	0	.00
PROGRAM AUDIO 100-5000HZ	6	1.83	5	83.33
PROGRAM AUDIO 50 -8000HZ	17	2.24	8	47.06
PROGRAM AUDIO 50 -15000HZ	15	3.53	2	13.33
DEDICATED VIDEO				
TV CHANNEL 15KHZ	31	.00	0	.00
TV CHANNEL 5KHZ	0	.00	0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	3	3.67	1	33.33
DIGITAL DATA 2.4KBS	360	1.75	31	8.61
DIGITAL DATA 4.8KBS	6	18.67	0	.00
DIGITAL DATA 9.6KBS	78	17.13	7	8.97
DIGITAL DATA 19.2KBS	2	1.00	0	
DIGITAL DATA 56KBS	2958	4.46	153	5.17
DIGITAL DATA 64 CCC KBS	3019	4.99	199	6.59
DEDICATED HIGH CAPACITY DIGITAL				
1.544 MBS	29878	73.86	2621	8.77
3.152 MBS	0	.00	0	
6.312 MBS	0	.00	0	
44.736 MBS	924	31.97	26	
GT 45 MBS	4	1.00	0	.00
DEDICATED ALERT TRANSPORT	0			
DEDICATED DERIVED CHANNEL	0	.00		
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00

<sup>1.</sup> The Average Interval is calculated from application date to completion date.

<sup>2.</sup> Due Date Missed includes only Company misses.

## SOUTHWESTERN BELL TELEPHONE PAGE 1 OF 2 MAINTENANCE

2ND QT	2004
SPECIAL	SERVICES

	AFFILIATED		NON-AFFILIATED	
	TOTAL		TOTAL	
	TROUBLES	HOURS	TROUBLES	HOURS
CIRCUIT SWITCHED LINE				
BUSINESS LINE NON	0	.00	0	.00
BUSINESS LINE DES	0	.00	0	.00
PBX	9	2.85	2868	6.60
CENTREX	0	.00	4212	4.42
WATS	0	.00	7	5.28
MOBILE	0	.00	0	.00
FEATURE GROUP A	0	.00	34	6.37
FOREIGN EXCHANGE	72	4.09	243	6.74
COIN	2943	30.30	173	22.36
CIRCUIT SWITCHED TRUNK				
FEATURE GROUP B	0	.00	0	.00
FEATURE GROUP D	0	.00	0	.00
DID (TRUNK)	2	5.32	1122	8.23
DID (LINE)	0	.00	245	4.47
PACKET SWITCHED SERVICES				
(X.25 AND X.75)				
PACKET DDD ACCESS	0	.00	0	.00
PACKET BDD ACCESS PACKET SYNCHRONOUS ACCESS	0	.00	0	.00
PACKET ASYNCHRONOUS	0	.00	10	
PACKET ASTRONOUS	U	.00	10	10.00
DEDICATED METALLIC				
PROTECTION ALARM	0	.00	84	5.69
PROTECTION RELAYING	0	.00	0	.00
CONTROL CIRCUIT	0	.00	43	5.65
DEDICATED TELEGRAPH TRUNK				
TELEGRAPH GRADE 75BPS	0	.00	0	.00
TELEGRAPH GRADE 150BPS	0	.00	16	6.97
DEDICATED VOICE GRADE VOICE				
NON-SWITCHED LINE	0	.00	247	5.83
VOICE SWITCHED LINE	8	3.95	216	6.30
VOICE SWITCHED TRUNK	0	.00	96	8.32
VOICE AND TONE	Ō	-00	0	.00
DATA LOW SPEED	0	.00	167	6.32
BASIC DATA/VOICE	96	2.35	1377	4.62
PSNA-VOICE/DATA TIE TRUNK	0	.00	23	7.72
SSN ACCESS-VOICE/DATA	0	.00	9	7.25
SSN ACCESS VOICE/DATA SSN INTERMACHINE-VOICE/DATA	-	.00	9	17.98
DATA EXTENSION-VOICE GRADE	30	2.13	1958	3.45
PROTECTION RELAY-VOICE GRAD		.00	124	7.39
TELEPHOTO AND FACSIMILE	0	.00	1	.15
Indition of the President	•	.00	<b>±</b>	

# SOUTHWESTERN BELL TELEPHONE PAGE 2 OF 2

## 2ND QTR, 2004 SPECIAL SERVICES

MAINTENANCE 2ND OTR 2004

	AFFILIATED		NON-AFFILIATED	
	TOTAL	AVERAGE	TOTAL	AVERAGE
	TROUBLES	HOURS	TROUBLES	HOURS
DEDICATED PROGRAM AUDIO				
PROGRAM AUDIO 200-3500HZ	0	.00	3	6.88
PROGRAM AUDIO 100-5000HZ	0	.00	6	17.03
PROGRAM AUDIO 50 -8000HZ	0	.00	24	7.09
PROGRAM AUDIO 50 -15000HZ	0	.00	4	9.49
DEDICATED VIDEO				
TV CHANNEL 15KHZ	0	.00	8	3.36
TV CHANNEL 5KHZ	0	.00	. 0	.00
DEDICATED DIGITAL				
DIGITAL VOICE CIRCUIT	0	.00	48	2.37
DIGITAL DATA 2.4KBS	0	.00	495	5.12
DIGITAL DATA 4.8KBS	0	.00	37	4.06
DIGITAL DATA 9.6KBS	0	.00	354	2.87
DIGITAL DATA 19.2KBS	0	.00	2	2.99
DIGITAL DATA 56KBS	0	.00	2479	3.13
DIGITAL DATA 64 CCC KBS	0	.00	623	1.74
DEDICATED HIGH CAPACITY DIGIT.	AL			
1.544 MBS	0	.00	9490	2.39
3.152 MBS	0	.00	1914	3.12
6.312 MBS	0	.00	36	1.35
44.736 MBS	0	.00	110	1.94
GT 45 MBS	0	.00	2	9.20
DEDICATED ALERT TRANSPORT	0	.00	0	.00
DEDICATED DERIVED CHANNEL	0	.00	0	.00
DEDICATED NETWORK ACCESS LINK	0	.00	0	.00